



Iowa Department of Human Services

INFORMATIONAL LETTER NO.1946-MC-FFS-D

DATE: September 10, 2018

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), and Dental (D)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Need for Release of Information (ROI)

EFFECTIVE: Immediately

The purpose of this Informational Letter is to clarify that individual releases are not needed for Medicaid enrolled providers to comply with information requests from Medicaid contracted Managed Care Organizations (MCO) for medical services or Pre-Ambulatory Health Plans (PHAP) for dental services.

By signing the Medicaid Application for Health Coverage, or previous versions of the application, members have already given permission for their providers to share member information with both the IME and the MCOs. The current application language is copied here:

Step 7. Read and Sign this Application

- *By signing this application, you give your permission for DHS to share your medical and other health care records with federal and state officials.*
- *By signing this application, you give your permission for your medical provider to share:*
 - *Your medical history with an MCO or other managed care provider.*
 - *Information with the IME Medical Services Unit to certify a medical need for certain Medical Assistance programs or services.*

Medicaid providers are expected to timely respond to MCO, PHAP and IME requests for member information without the need of an additional ROI. The time to request and respond with information can cause authorization delays for services needed by Medicaid members.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at imeproviderservices@dhs.state.ia.us.